

**POSITION DESCRIPTION****IMPORTANT: PLEASE READ INSTRUCTIONS ON PAGES 2 and 3**

DOA-15302 (C07/2015)  
PREVIOUSLY OSER-DMRS-10  
State of Wisconsin  
Department of Administration/Division of Personnel Management

1. Position No. 002992	2. Cert / Reclass Request No.	3. Agency No. 115
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4. NAME OF EMPLOYEE

5. DEPARTMENT, UNIT, WORK ADDRESS

Department of Agriculture, Trade and Consumer Protection  
Division of Management Services  
Bureau of Information Technology  
2811 Agriculture Drive, Madison, WI 53718

6. CLASSIFICATION TITLE OF POSITION

IS Systems Development Serv Specialist

7. CLASS TITLE OPTION (to be filled out by Human Resources Office)

8. NAME AND CLASS OF FORMER INCUMBENT

Michelle Ebert, IS Systems Development Serv Specialist

9. AGENCY WORKING TITLE OF POSITION

IS Business Analyst

10. NAME &amp; CLASS OF EMPLOYEES PERFORMING SIMILAR DUTIES

Jason Klinge IS Systems Development Serv Specialist

11. NAME AND CLASS OF FIRST-LINE SUPERVISOR

Amy Knoploh, IS Supervisor 2

12. FROM APPROXIMATELY WHAT DATE HAS THE EMPLOYEE  
PERFORMED THE WORK DESCRIBED BELOW?

13. DOES THIS POSITION SUPERVISE SUBORDINATE EMPLOYEES IN PERMANENT POSITIONS? Yes ☐ No ☒  
IF YES, COMPLETE AND ATTACH A SUPERVISOR EXCLUSION ANALYSIS FORM.

14. POSITION SUMMARY – PLEASE DESCRIBE BELOW THE MAJOR GOALS OF THIS POSITION:

See Attached Position Description

15. DESCRIBE THE GOALS AND WORKER ACTIVITIES OF THIS POSITION (Please see sample format and instructions on Page 3.)

- GOALS: Describe the major achievements, outputs, or results. List them in descending order of importance.
- WORKER ACTIVITIES: Under each goal, list the worker activities performed to meet that goal.
- TIME %: Include for goals and major worker activities.

TIME %  
100

GOALS AND WORKER ACTIVITIES  
See Attached Position Description

(Continue on attached sheets)

16. SUPERVISORY SECTION - TO BE COMPLETED BY THE FIRST LINE SUPERVISOR OF THIS POSITION (See Instructions on Page 2)

- a. The supervision, direction, and review given to the work of this position is ☐ close ☐ limited ☒ general.  
b. The statements and time estimates above and on attachments accurately describe the work assigned to the position.  
(Please initial and date attachments.)

Signature of first-line supervisor

Date 10/3/2019

17. EMPLOYEE SECTION - TO BE COMPLETED BY THE INCUMBENT OF THIS POSITION

I have read and understand that the statements and time estimates above and on attachments are a description of the functions assigned my position.  
(Please initial and date attachments.)

Signature of employee

Date

18. Signature of Human Resources Manager

Date

DISTRIBUTE COPIES OF SIGNED FORM TO:

☐ P-FILE ☐ SUPERVISOR ☐ EMPLOYEE ☐ CERT REQUEST COPY



## POSITION DESCRIPTION

### **IS Systems Development Services Senior – Business Analyst**

Division of Management Services - Bureau of Information Technology – Professional Services Section

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## POSITION SUMMARY

This position is responsible for the analysis, documentation and participation in the implementation of information technology solutions in support of the business functions of the Department of Agriculture, Trade, and Consumer Protection (DATCP). This position works directly with business partner management and staff to identify and define business needs for IT projects and major enhancement efforts through all phases of the development lifecycle. Project efforts may be large and complex requiring distinct multi-phase development efforts and/or multi-contract projects with possibly concurrent development efforts.

This position provides analysis for new and existing business partner applications, including the provision of expert advice to division personnel and assistance to other technical staff in the work unit. They work collaboratively with both technical and business project team members to resolve issues for quick resolution to ensure the project remains on schedule. This position operates under the general supervision of the Professional Services Section Chief.

**50%    A.    Performance of analysis activities that will support complex multi-platform systems to meet agency business needs.**

- A1.    Conduct analysis sessions with business partners to accurately define business and technical requirements for new projects or major enhancements to existing systems.
- A2.    Compile required documentation such as business requirements, functional specification and data mapping as defined in the DATCP Systems Development Methodology.
- A3.    Participate in design and specification reviews developed by development teams and provide feedback or business guidance related to existing and/or future application requirements.
- A4.    Provide assistance to other professional staff through all stages of the development lifecycle, including requirements gathering, design review, testing, implementation support and post implementation review.
- A5.    Provide accurate project task estimates.
- A6.    Complete project deliverables according to established timelines.

**30%    B.    Development and execution of test plans based on business requirements and technical specifications.**

- B1.    Deliver timely test planning and test execution of products under development.
- B2.    Participate in all aspects of testing, including functional, regression and load testing.

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- B3. Record and document results and compare to expected results.
- B4. Detect and document bugs and issues.
- B5. Work with Project Managers, Developers, Business Analysts and the user acceptance testing team to identify testing tasks and associated estimates.
- B6. Work closely with users during the user testing phase of the project.
- B7. Follow established standards for documenting bugs.
- B8. Design and execute cross platform browser test plans and test cases.
- B9. Ensure that all existing application functionality is taken into consideration during the test cycle.
- B10. Handle testing efforts for multiple projects/releases concurrently.
- 15% C. Provide Post-Project Support to Program Staff and Management**
  - C1. Assist program staff with questions, change requests, enhancements, support or defects on new software/platform.
  - C2. Document change requests, enhancements or defects.
  - C3. Assist program staff with customer questions relating to IT deliverables.
  - C4. Assist IT Trainer on training staff on new software or enhancements.
  - C5. Develop information pages such as "Frequently Asked Questions", "How-to-Steps" and general information relating to project.
  - C6. Carry out such other duties as may be assigned.
- 5% D. Participation in Employee Development and Organizational Activities**
  - D1. Support and propose technical, operating, and organizational standards to contribute to the overall effectiveness of the Bureau of Information Technology.
  - D2. Consult with other IT professionals regarding project efforts and the techniques and tools used to increase efficiency, effectiveness, and communications.
  - D3. Read books and periodicals to improve knowledge of information technology direction, and working tools. Attend schools, training sessions, conferences, and workshops.

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### **Required Knowledge, Skills and Abilities**

- Strong verbal and written communication skills
- Ability to bridge communication among technical/non-technical project teams
- Ability to work on own initiative as well as part of a team
- Ability to progress independently (self-starter) with a project from start to finish
- Strong analytical and interpersonal skills
- Meticulous attention to detail
- Strong understanding of a product life cycle and deliverables
- Knowledge of Microsoft Dynamic CRM
- Ability to establish and maintain effective working relationships with agency business partners
- Strong problem solving skills, knowledge and experience in problem resolution



Division of Management Services  
**Bureau of Information Technology**  
 Wisconsin Department of Agriculture, Trade and Consumer Protection



